

ORIG

# INTERVENTION



0000123233

BEFORE THE ARIZONA CORPORATION COMMISSION

RECEIVED

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INTERVENER in Pro. Per.

ORIGINAL

2011 FEB 18 A 11:39

AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE )  
APPLICATION OF TELESPIHERE )  
ACCESS LLC FOR APPROVAL OF A )  
CERTIFICATE OF CONVENIENCE AND )  
NECESSITY TO PROVIDE RESOLD )  
LONG DISTANCE, RESOLD LOCAL )  
EXCHANGE, FACILITIES-BASED )  
LOCAL EXCHANGE, AND FACILITIES- )  
BASED LONG DISTANCE )  
TELECOMMUNICATIONS SERVICES IN )  
ARIZONA )

DOCKET NO. T-20675A-09-0214

MOTION TO INTERVENE

Arizona Corporation Commission  
DOCKETED

FEB 18 2011

DOCKETED BY

Charles Eastwood hereby appears and moves the commission to permit him to act as an INTERVENER in this action pursuant to A.A.C. R14-3-105(A) as a person who will be "...substantially affected by the proceedings...".

As the Commission and ALJ KINSEY has noted in previous "PROCEDURAL ORDERS" in this matter "On December 2, 2010 Charles Eastwood filed public comments regarding Telesphere's application, alleging that Telesphere and other telephone companies are illegally providing phone numbers to 'locksmith scammers'". (emphasis added)

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MOTION TO INTERVENE

Page 1

1 For the record, INTERVENER EASTWOOD would like to clarify  
2 the quote above because the characterization contained therein  
3 is incorrect as to the concern of myself, many other local  
4 legitimate locksmiths generally, the Associated Locksmiths of  
5 America, and consumers generally (The others all being potential  
6 interveners). Companies acting in whatever field are entitled  
7 to procure from telecommunications providers various quantities  
8 of telephone numbers so that prospective customers, suppliers,  
9 and other business associates may contact them and the  
10 commission's characterization of my concerns incorrectly seem to  
11 indicate that I believe it is illegal for them to do so.

12 INTERVENER EASTWOOD's contention is considerably different.  
13 A.R.S. 44-1221 states that:

14 44-1221. Deceptive use of name; classification; attorney general  
15 A. It is unlawful for a person to deceive another person by  
16 misrepresenting the geographical origin or location of the  
17 person's business in the conduct of the person's business.  
18 B. A person who intentionally or knowingly violates subsection A  
19 of this section is guilty of a class 2 misdemeanor.  
20 C. An act or practice in violation of this section is an  
21 unlawful practice under section 44-1522 and **subject to**  
22 **enforcement through private action** and prosecution by the  
23 attorney general. The attorney general may investigate and take  
24 appropriate action as prescribed by chapter 10, article 7 of  
25 this title.

26 INTERVENER EASTWOOD has identified several companies  
27 operating in the state of Arizona, some lawfully incorporated or  
28 licensed with registered trade names, others operating  
completely outside the incorporation, trade name registration,  
or licensing structure that as a matter of business strategy  
procure dozens to hundreds to thousands of "MEL" or "DID"  
numbers from telecommunication companies such as Telesphere

1 (hereinafter referred to as "TELCOS") and for each of those  
2 telephone numbers the communication consumer (hereinafter  
3 referred to as "TELCO CONSUMERS") in question provides to the  
4 TELCOS in question a name (either lawfully registered or bogus)  
5 and an address or partial address where said communication  
6 consumer has no physical presence or any lawful interest  
7 therein. This combination of (a) Telephone number, (b) name, and  
8 (c) address for each of the telephone numbers a consumer may  
9 acquire constitutes a "LISTING", each of which the TELCOS  
10 routinely place into "DIRECTORY DATABASES" which are  
11 subsequently accessed by, or acquired (frequently for  
12 redistribution) by 411 directory assistance providers, paper  
13 telephone directory publishers, and electronic information  
14 providers and ultimately end up being placed in view of the  
15 public through search engines such as Google, Yahoo, Bing,  
16 AllPages.com, SuperPages.com, etc.

17 INTERVENER EASTWOOD has filed suit in Maricopa County  
18 Superior Court Case # CV2010-027605 (still pending and ongoing)  
19 (hereinafter referred to as "**SUIT**") and filed therein numerous  
20 exhibits. The Court (**Judge Mangum**) agreed that the totality of  
21 the multitude of exhibits are so lengthy (some in the 100's of  
22 pages) that he ordered that INTERVENER EASTWOOD may serve the  
23 complaint and the exhibits to the defendants in the matter in  
24 the form of a compact disc because of INTERVENER EASTWOOD's  
25 financial inability to pay for the (relatively unnecessary)  
26 reproduction of the documents. INTERVENER EASTWOOD is able and  
27 willing to provide copies of all the SUIT exhibits in compact  
28 disc format if the Comission desires him to do so.

1 INTERVENER EASTWOOD also named in the **SUIT** various TELCOS  
2 as defendants unaware that the Corporation Commission apparently  
3 has the sole jurisdiction over TELCOS in the state of Arizona.

4 The Commission may take judicial notice of INTERVENER  
5 EASTWOOD's previous communications to the Commissioners  
6 requesting a global rule change regarding the way all TELCOS  
7 permitted to do business in the State of Arizona handle such  
8 requests for the creation and distribution of "LISTINGS".

9 Clearly if a TELCO runs wiring or fiber optic or other  
10 transmission cabling into a specific structure, it is a "no-  
11 brainer" that specific structure is a legitimate address for  
12 that company. (With the exception of MEL numbers using the  
13 addresses of the Telco's SWITCH which I will go into later)

14 When a TELCO CONSUMER orders up say, as in the case of **SUIT**  
15 Defendant "ATLAS LOCKSMITH SOLUTIONS, LLC" some 250 (or more)  
16 telephone numbers and then instructs the TELCO (such as  
17 TELESPIHERE) to place into their directory database a name (the  
18 legitimacy of which may or may not be verified by the TELCO) and  
19 an address where they have no actual telephone service,  
20 suspicion should immediately be aroused.

21 In my 12/2/2010 filing with the Commission INTERVENER  
22 EASTWOOD identified some 80-90 or so telephone numbers provided  
23 by the applicant TELESPIHERE to one or more of the defendants in  
24 the Superior Court lawsuit which I was able to connect to PHONY  
25 ADDRESSES that the defendant(s) in the **SUIT**, INTERVENER EASTWOOD  
26 provided documentation thereof, and ask the Commission to take  
27 judicial notice of that filing and incorporate that filing into  
28 this motion by reference as if fully restated herein.



1 My position is while somewhat complicated, it is still at  
2 its core, also very simple. **The consumers** (be they individuals  
3 or businesses) of the state of Arizona **are entitled to the truth**  
4 and not to be duped by false advertising.

5 The **SUIT** would never had to have been filed if most or all  
6 of the TELCOS were not complicit in the **criminal** and civil  
7 "unlawful practice" of "deceive(ing) another person by  
8 misrepresenting the geographical origin or location of the  
9 person's business" by either intentionally or negligently  
10 permitting the population into their **"DIRECTORY DATABASES"**  
11 **LISTINGS** that contained significant unverified information.

12 It would impose no undue hardship for TELESphere (or any  
13 other TELCO) as a condition of licensing in the State of Arizona  
14 to require every applicant for service wishing to publish a name  
15 or address where no physical cabling or connection has been made  
16 to require the applicant to provide (A) a document establishing  
17 the name is legitimate and (B) a title deed or verifiable rental  
18 or lease agreement for the address that they seek to have  
19 published.

20 Had the Corporation Commission had the foresight to enact a  
21 global rule for all TELCOS doing business in the State of  
22 Arizona either at the inception of the Commission, or at any  
23 time since then to, in a manner consistent with the language and  
24 spirit of A.R.S. 44-1221, require verification of business names  
25 and the legitimacy of listed addresses where no physical cabling  
26 or telephone services are actually installed INTERVENER  
27 EASTWOOD's **SUIT** would have never needed to be filed.

1 INTERVENER EASTWOOD is, as stated above, pursuant to A.A.C.  
2 R14-3-105(A) as a person who will be "...**substantially affected by**  
3 **the proceedings...**". If TELESPIHERE's license is granted without  
4 the name and address verifications that INTERVENER EASTWOOD is  
5 seeking, INTERVENER EASTWOOD's already financially devastated  
6 business will be further injured as will the business of every  
7 other local legitimate locksmith and consumers will continue to  
8 be mislead into believing that the locksmith (or other business)  
9 whose listing they are viewing are in close physical proximity  
10 (when in fact they can be in a call center in a different state  
11 or country) and who may actually, in an effort to save money on  
12 mobile service call charges, attempt to drive to one or multiple  
13 locations to visit the business they are looking for that does  
14 not actually exist at that location.

15 INTERVENER EASTWOOD will now address the policy of QWEST  
16 and perhaps applicant TELESPIHERE (as INTERVENER EASTWOOD has no  
17 access to applicant TELESPIHERE's proposed tariffs) relating to  
18 the "LISTING" or publication of the address of the TELCO's  
19 switch in the event that a TELCO CONSUMER chooses to obtain a  
20 "MEL" (Market Expansion Line" service.

21 INTERVENER EASTWOOD at one point in time, in an attempt to  
22 perform a "sting" on TELCO QWEST placed orders for two separate  
23 MEL numbers. QWEST's agent committed to INTERVENER EASTWOOD that  
24 they would in fact insert into the directory listing an address  
25 on Thomas Rd in Central Phoenix. Some time (weeks or a month or  
26 two) later, INTERVENER EASTWOOD was surprised by a call from a  
27 consumer who found "LOCKSMITH CHARLEY" as being the only  
28 locksmith in Black Canyon City.

1 This occurred because QWEST has a policy of listing the  
2 address for every "MEL" customer as the address of the switch  
3 providing the "MEL" service.

4 This policy provides two problems. First, if a customer  
5 really believes that "LOCKSMITH CHARLEY" had an office or a shop  
6 at the BLACK CANYON CITY address they might choose to waste  
7 their time driving there only to discover a windowless brick or  
8 concrete building with a QWEST switch inside. Second, and more  
9 importantly, should whatever law enforcement agency for that  
10 area decide to start checking on the legitimacy of locksmiths'  
11 addresses, INTERVENER EASTWOOD could be criminally charged and  
12 face a \$10,000.00 fine for "deceiving" someone that he was  
13 actually located at the address of the QWEST SWITCH.

14 For those reasons INTERVENER EASTWOOD would ask that should  
15 the commission decide to approve the application of TELESPIRE,  
16 there should be a condition prohibiting the practice of  
17 associating the address of any of their offices or switching  
18 facilities with MEL numbers acquired by their consumers.

19 For the record, INTERVENER EASTWOOD has no opposition to  
20 the utilization of MEL services by anyone so long as no MEL  
21 number is associated with a phony business name or phony  
22 address.

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1 INTERVENER EASTWOOD firmly believes that as a multi-million  
2 dollar corporation who as a matter of course employs (likely  
3 multiple) attorneys to assist in the conduct of their daily  
4 business, the applicant TELESPIHERE knew, or should have known,  
5 the provisions of A.R.S. 44-1221 and that by permitting the  
6 listings of the sometimes bogus names together with the entirety  
7 of the phony addresses that I presented in my 12/2/2010 filing  
8 they were either knowingly conspiring with some of the  
9 "locksmith scammer" defendants in the SUIT or were negligent or  
10 grossly negligent in what INTERVENER EASTWOOD believes is a  
11 **PUBLIC POLICY DUTY to "ENSURE THAT ALL INFORMATION COLLECTED**  
12 **FROM THEIR CUSTOMERS THAT ULTIMATELY IS OR MAY BE DISTRIBUTED TO**  
13 **THE PUBLIC IS CORRECT AND ACCURATE AND DEVOID OF ANY DECEPTION."**

14 In the event that after discovery that INTERVENER EASTWOOD  
15 may acquire either through intervention in this application  
16 action or the SUIT, if it comes to light that the applicant  
17 TELESPIHERE, after receiving notice of these facts, ultimately  
18 did nothing and is still providing services to telephone numbers  
19 previously identified as having been connected with phony  
20 addresses, INTERVENER EASTWOOD would ask that the Commission  
21 direct their staff attorneys to commence an investigation  
22 to determine if it is appropriate to consider presentation of  
23 criminal charges to the state criminal grand jury involving an  
24 ongoing conspiracy with the SUIT defendant(s) that they are  
25 providing service to under A.R.S. §13-2310(A) **Fraudulent**  
26 **schemes and artifices; classification; definition.**

27 ///

28 ///

1 §13-2310 A. Any person who, pursuant to a scheme or artifice to  
2 defraud, knowingly obtains any benefit by means of false or  
3 fraudulent pretenses, representations, promises or material  
4 omissions is guilty of a class 2 felony.

5 In any case, it would seem that further investigation into  
6 applicant Telesphere's application be put on hold for an  
7 indefinite time until either INTERVENER EASTWOOD under the  
8 Commission's Authority or the Commission's own staff and/or  
9 Attorney(s) subpoena applicant TELESPHERE's records to look into  
10 not only all of the listings that I have presented from the SUIT  
11 discovery I have received from 360 Networks, but an expanded  
12 probe to discover how many and what other "locksmith scammers"  
13 applicant TELESPHERE is providing services to, what TELCO  
14 CARRIERS other than 360 TELESPHERE may be re-selling the  
15 services of, and whether the names and addresses contained  
16 within countless unknown other listings that TELESPHERE may be  
17 involved in are actually factual or bogus.

18 A vast quantity of exhibits relative to the Bogus or Phony  
19 Address listing subject is available on the internet at:  
20 <http://TheLocksmithPolice.com/exhibits/> which includes many of  
21 the pleadings INTERVENER EASTWOOD has filed in the SUIT so far,  
22 the vast quantity of "NUMBERED EXHIBITS", television news  
23 stories associated with the locksmith scam problem, and other  
24 items that the Commission may find of interest.

25 ///

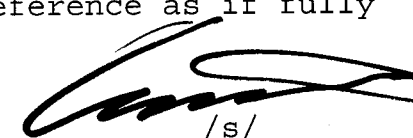
26 ///

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1 INTERVENER EASTWOOD is attaching the 2/17/2011 edition of  
2 the Associated Locksmiths of America weekly newsletter and the  
3 complete transcripts of the news stories from their original  
4 sources, and has marked this document as "EXHIBIT A" for  
5 identification and incorporates it by reference as if fully  
6 restated herein.

7 Respectfully Submitted on 2/18/2011



/s/  
CHARLES EASTWOOD  
INTERVENER

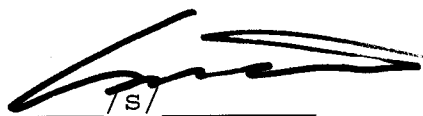
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9  
10 Copies of the foregoing mailed/delivered/e-mailed  
11 This 18<sup>th</sup> day of February 2011 to:

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13 DOCKET CONTROL  
14 Arizona Corporation Commission  
15 1200 W. Washington St.  
16 Phoenix AZ 85007-2927

17 Kristopher Twomey  
18 By e-mail to: kris@lokt.net  
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24 193 8 43rd Avenue East  
25 Seattle, WA 98112

26  
27  
28  
By:



/s/  
Charles Eastwood  
Intervenor

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# **"EXHIBIT A"**

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**Subject:** Feb. 17, 2011: 'Ghost' locksmiths crowd Google  
**From:** "ALOA Weekly Update" <aloea@multibriefs.com>  
**Date:** Thu, 17 Feb 2011 16:33:12 -0600  
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Feb. 17, 2011



## WEEKLYUPDATE

A WEEKLY NEWS AND  
INFORMATION RESOURCE  
FROM THE  
**ASSOCIATED LOCKSMITHS  
OF AMERICA**

### 'Ghost' locksmiths crowd Google

NBC New York [Share](#) [f](#) [t](#) [in](#) [e](#)

Licensed locksmiths are warning consumers about a new breed of online imposters. The so-called "ghost locksmiths" place deceptive Google advertisements that make it seem like they operate out of storefronts on main streets around America. [MORE](#)



**Semi-Automatic Duplicator**  
**Now Available**

Have you updated your information on [Findalocksmith?](#)

### Allentown, Pa., gas explosion destroys ALOA locksmiths home

ALOA [Share](#) [f](#) [t](#) [in](#) [e](#)

ALOA member Don O'Shall, CPL's home was completely destroyed and he was injured in the Allentown, Pa., explosion. Don, an ALOA member since 1985 has been very active in the locksmith industry for many years as an author, instructor and past Institutional Locksmith Association Certification Program Chairman. He is a senior in-house locksmith at Lehigh University. If you would like to provide financial assistance for Don, you may do so by logging in to the ALOA Store <http://www.aloastore.com> and selecting Donations - Disaster Relief Fund - Locksmith Disaster Assistance Donations.

### Atlanta police to multiply eyes

The Atlanta Journal-Constitution [Share](#) [f](#) [t](#) [in](#) [e](#)

The Atlanta Police Department will open a video integration center designed to compile and analyze footage from thousands of public and private security cameras throughout the city. Images from as many as 500 cameras in downtown and midtown Atlanta are expected to be flowing into the center by midsummer. [MORE](#)

### Chicago mayor defends camera surveillance

The New American [Share](#) [f](#) [t](#) [in](#) [e](#)

Chicago Mayor Richard M. Daley is defending the city's use of surveillance cameras. The mayor rejected the demands of the American Civil Liberties Union (ACLU), which had called for the city to stop adding cameras to its network. [MORE](#)

### Oregon news crew goes undercover to bust unlicensed locksmiths

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**DETEX**  
Life Safety and Security Door Hardware



KATU-TV Share    

The KATU Problem Solvers are back on the case of unlicensed locksmiths, this time helping Oregon with an undercover sting. Locksmiths have to be certified in the state of Oregon and they must register as a licensed contractor. [MORE](#)

## Know your small business: Make sure your IRS taxes are filed properly

Daily News Pulse Share    

There are times when it would be downright foolish for a person to prepare his or her own income tax return. Most successful small business owners, professionals and investors are money ahead when they engage a certified public accountant to prepare their income tax returns. [MORE](#)

## Locksmith family couldn't pick better profession

JOnline.com Share    




The recent spate of extreme cold weather has caused problems that forced some people to call on Haley's Lock, Safe & Key in Lafayette, Ind. "There were a few frozen locks, a few broken keys," said Rick Oliver, who owns the business with his brother, Jeff. "It really creates a problem working on outside doors of businesses — having to keep the doors open and stuff." [MORE](#)

## More small cities turning to CCTV

USA Today Share    

Surveillance video cameras are sprouting in midsize communities across the U.S. as police borrow the crime-fighting tool from big metro areas. Saginaw, Mich., installed 17 video cameras at a water/skate park and plans to add more in other parts of the city, says Mayor Greg Branch. [MORE](#)

## Small business budget programs on chopping block

CNNMoney.com Share    

Like the rest of the federal government, the Small Business Administration (SBA) is going to get the squeeze in 2012, according to President Obama's budget proposal. The SBA — and, most critically, the lending programs it backs — got some pretty hefty government subsidies through the Great Recession as the White House tried desperately to get capital flowing to small businesses. [MORE](#)

## Surveillance video: Thief takes cameras from church

WTMJ- AM Share    

Milwaukee police are searching for a man who stole three security cameras from outside a local church. Surveillance video shows the suspect on the grounds of the New Creation Missionary Praise Church in Milwaukee. [MORE](#)

## ALOA Weekly Update

Colby Horton, Vice President of Publishing, 469.420.2601 Download media kit  
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## "Ghost" Locksmiths Crowd Google

Consumers warned about deceptive advertisements

By CHRIS GLORIOSO

Updated 6:50 AM EST, Thu, Feb 10, 2011

BUZZ UP! 15

0

Recommend 15

Licensed locksmiths are warning consumers about a new breed of online imposters.

The so-called "ghost locksmiths" place deceptive Google advertisements that make it seem like they operate out of storefronts on main streets around America.

In reality the ads are mirages that lead, not to local merchants, but to far-flung call centers that dispatch mostly anonymous, unlicensed men who call themselves locksmiths.

"These people are ghosts. You can't find them," says Paul Gibilisco, a master locksmith who operates out of Old Bridge, NJ.

"They use fake addresses to make people feel comfortable that they're local," says David Rible, a master locksmith who operates out of Point Pleasant, NJ. "These people are coming out making the locksmith industry as a whole look like rip-off artists."



Top New York News  
Photos of 2010

New Jersey, Connecticut, and New York City all require locksmiths go through some sort of licensing process.

When NBCNew York summoned a suspected "ghost locksmith" to Teaneck, New Jersey the man who arrived in an unmarked SUV could not produce a state-mandated ID card.

New Jersey requires that locksmiths carry the card when responding to jobs. Locksmiths in

New Jersey must also complete 40 hours of training and undergo a criminal background check.

"People who are licensed, like myself, the state knows who we are. We're easily obtainable," Gibilisco says.

Consumer advocates also warn that "ghost locksmiths" often try to scam customers with bait-and-switch tactics. NBC News York called

Feb 17, 2011

### 62 Charged in Massive Drug Sweep Following 6-Month Undercover Op

More than 60 people face charges in connection with a large-scale narcotics investigation following a six-month undercover operation at two housing complexes in Queens, the District Attorney's office announced...

Feb 17, 2011

### Wis. Union Vote on Hold After Dems Flee State

Wisconsin state Senate Democrats go into hiding, as 25,000 protesters march.

Feb 17, 2011

### Woman Indicted for '87 Kidnapping of Baby in Harlem

The grand jury said Ann Pettway "abducted" and "willfully transported" the baby out of state.

#### 4 COMMENTS

**RAYIRIZ**

I found your coverage to be unfair to us licensed locksmiths who do not work out of a store front business. I am a licensed locksmith yet I work from home as I do not generate more than 1-4 clients a month if I'm lucky. I mainly work on locks on the City building I work for in the Engineering Dept and I don't even get paid for my lock work it's more of a added bonus for the job and a way for me to keep up with locksmithing I actually got discouraged because of the few call I did get, I found... [MORE](#)

6:37 AM, 2.10.11

**DALEFLEMING**

Is Mr. Rayiriz being serious? You are as much a part of the problem as



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## KATU goes undercover to bust unlicensed locksmiths

By Shellie Bailey-Shah KATU News and KATU.com Staff

26

1

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### Summary

The KATU Problem Solvers are back on the case of unlicensed locksmiths, this time helping the state with an undercover sting.

[STORY](#)[VIDEO](#)

Story Published: Feb 12, 2011 at 2:23 PM PST | Story Updated: Feb 12, 2011 at 3:36 PM PST



PORTLAND, Ore. - The KATU Problem Solvers are back on the case of unlicensed locksmiths, this time helping the state with an undercover sting.

As of July of 2010, locksmiths have to be certified in the state of Oregon and they must register as a licensed contractor.

To see just how many locksmiths are out there without the proper credentials, the Oregon Construction Contractor's Board set up a sting and KATU Reporter Shellie Bailey-Shah was the

decoy.


Several uncertified and unlicensed locksmiths were caught in the sting and were written up by the Oregon Construction Contractor's Board on the spot. [WATCH THE VIDEO](#)

Shady locksmiths are out there and customers can end up paying more than they need to or worse, giving someone access to their home who


has bad intentions.

To avoid possible problems, find a local locksmith now, before you need one. Then call the Construction Contractors Board at (503) 378-4621 to verify their license number. Or you can [check the license online](#).


Finally, program that locksmith's phone number into your cell phone so you know exactly who to call in a pinch.



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Phoenix Mom Discovers A Way To Get White Teeth For Under \$5!



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**Do you agree with Portland's plan to keep people from wearing certain fragrances? [Read more](#)**

- ☐ Yes  
☐ No  
☐ Not sure

[Comments \(56\)](#)

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[Unlicensed contractor sting nets numerous violators](#) 

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# "Ghost" Locksmiths Crowd Google

## Consumers warned about deceptive advertisements

By CHRIS GLORIOSO

Updated 6:50 AM EST, Thu, Feb 10, 2011

Licensed locksmiths are warning consumers about a new breed of online imposters.

The so-called "ghost locksmiths" place deceptive Google advertisements that make it seem like they operate out of storefronts on main streets around America.

In reality the ads are mirages that lead, not to local merchants, but to far-flung call centers that dispatch mostly anonymous, unlicensed men who call themselves locksmiths.

"These people are ghosts. You can't find them," says Paul Gibilisco, a master locksmith who operates out of Old Bridge, NJ.

"They use fake addresses to make people feel comfortable that they're local," says David Rible, a master locksmith who operates out of Point Pleasant, NJ. "These people are coming out making the locksmith industry as a whole look like rip-off artists."

New Jersey, Connecticut, and New York City all require locksmiths go through some sort of licensing process.

When NBCNew York summoned a suspected "ghost locksmith" to Teaneck, New Jersey the man who arrived in an unmarked SUV could not produce a state-mandated ID card.

New Jersey requires that locksmiths carry the card when responding to jobs. Locksmiths in New Jersey must also complete 40 hours of training and undergo a criminal background check.

"People who are licensed, like myself, the state knows who we are. We're easily obtainable," Gibilisco says.

Consumer advocates also warn that "ghost locksmiths" often try to scam customers with bait-and-switch tactics. NBC News York called several phone numbers associated with phantom locksmith storefronts. All of the dispatchers quoted a low introductory price, but refused to guarantee a final price.

"If they get the year, make, model and where [the vehicle] is located, they should be able to give you an exact price," says David Rible.

Rible also urges customers to be skeptical if a locksmith arrives in an unmarked vehicle.

“You want to make sure that locksmith comes out in a lettered vehicle so you know it is who you called. They should be wearing a uniform. They should have some sort of name tag or at least a business card for the company that you called.”

New Jersey Division of Consumer Affairs spokesman Jeff Lamm says the state has received several complaints about “ghost locksmiths” and he encouraged customers to file a complaint if they suspect an unlicensed locksmith has responded to their home or locked-out vehicle.

First Published: Feb 9, 2011 9:35 PM EST

Relevant comments by readers of the article.

1brklynlocksmith The ghost locksmiths are a big problem. These so called mechanics cheat the consumer and give the trade a really bad name. I call them the scam locksmiths, they price gouge, do very sloppy work, have no consumer affairs license, use cheap knock off locks and the warranty on jobs is a joke. Beware. This video is only a small look at what is really going on. I went to school for 900 hours to be a licensed locksmith in the city of new york. These rip off locksmiths are stealing work from me, with there ever changing biz cards in everyones doorway and google/yellow page ads with fake locations. Something needs to be done about these crooks taking advantage of people and the gaming system. This has gone on for years. I really am sick and tired of these guys. some one do something...

Wesley in brooklyn ny

Certified Your right ive run into a few of these so called locksmiths an they really dont no what there doing a older lady called me 2 wks ago in Bethlehem Pa an needed her deadbolt fixed in her bed room she said the guy dug out the side of the wall 2 get the deadbolt 2 lock he taped the strike plate to the door jam because there was no way he could screw it in When i got there i new right away she was ripped off a \$2.00 lock I rebuilt it for her 4 fifty dollars an asked her was he isralle she said yes but he was a nice guy how much did he charge you 400.00 she showed me her ck book an i was right an he came in a car . how do we get them out of the ph books ? an the internets sue the copanies ask to pay 50% if they keep letting them in .5:43 PM, 2.17.11

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# KATU goes undercover to bust unlicensed locksmiths

By Shellie Bailey-Shah KATU News and KATU.com Staff

Story Published: Feb 12, 2011 at 2:23 PM PST

Story Updated: Feb 12, 2011 at 3:36 PM PST



[Comments \(56\)](#) = actual link to content <http://www.katu.com/news/116087474.html#idc-container>

## Related Content

- [Unlicensed contractor sting nets numerous violators](#)

📺 “Watch the Video:” <http://www.katu.com/news/local/116087474.html?tab=video>

PORTLAND, Ore. - The KATU Problem Solvers are back on the case of unlicensed locksmiths, this time helping the state with an undercover sting.

As of July of 2010, locksmiths have to be certified in the state of Oregon and they must register as a licensed contractor.

To see just how many locksmiths are out there without the proper credentials, the Oregon Construction Contractor's Board set up a sting and KATU Reporter Shellie Bailey-Shah was the decoy.

Several uncertified and unlicensed locksmiths were caught in the sting and were written up by the Oregon Construction Contractor's Board on the spot. [WATCH THE VIDEO](#)

Shady locksmiths are out there and customers can end up paying more than they need to or worse, giving someone access to their home who has bad intentions.

To avoid possible problems, find a local locksmith now, before you need one. Then call the Construction Contractors Board at (503) 378-4621 to verify their license number. Or you can [check the license online](#).

Finally, program that locksmith's phone number into your cell phone so you know exactly who to call in a pinch.

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From Associated Locksmiths of America 2/17/2011 Weekly Update